TCP Processing Flow Pharmacy Calls



Pharmacy calls





TCP Call Center not open



Notify pharmacist of call center hours and advise of 72 hour emergency prescription





nform Pharmacist that MD must initiate call



MD unavailable



Emergency Room Prescription



Pharmacist issues up to 2 72-hour emergency R_v's



Allow 34 day supply



If MD not available after 2 emergency prescription, Prior Authorize; send Letter D

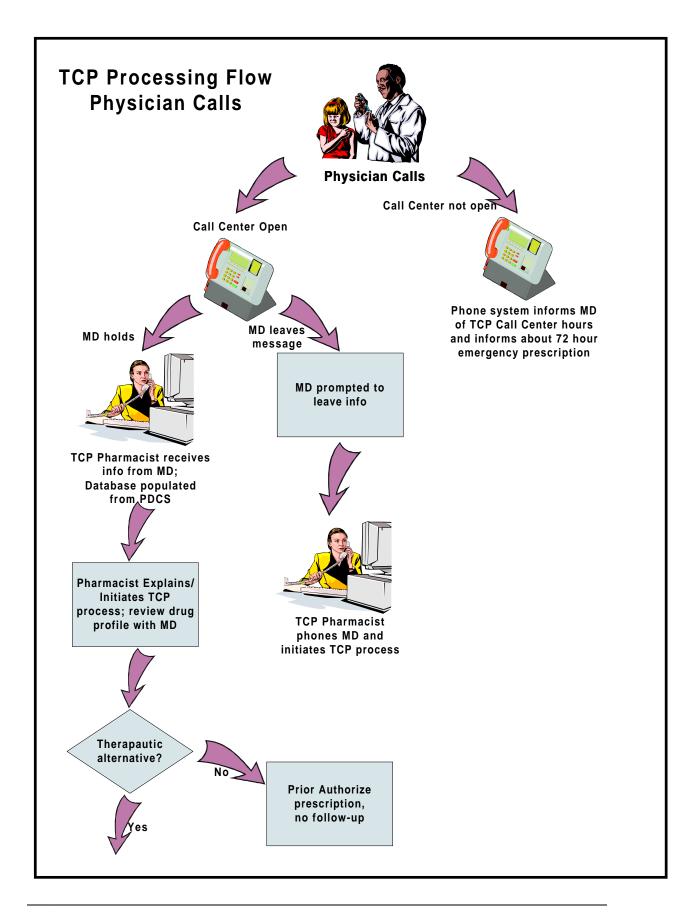


If no response from MD after 14 days, follow-up with Letter E



Letter B to patient's other MD's if other possibilities for alternate prescriptions







TCP Processing Flow Physician Calls (cont'd.)



MD changes therapy?









TCP Pharmacist initiates Prior Authorization for 5th brand for one month; no refills



MD calls in new Rx to pharmacy



MD calls in new Rx on previous brand for next month





Patient profile and Letter A sent to MD originating 5th brand prescription



Patient profile and Letter B sent to patient's other MD's



TCP Pharmacist closes and documents case



TCP Pharmacist prior authorizes 5th brand for 1 month



Letter C to confirm prescription was changed



